

FEB 24 1983

DE SERVICE

Feb 21, 1983

To Whom it may Concern,

I purchase a New 1981 Concord Deluxe in Jan of 1981. Since I have own the car I have had a problem with Oil leak in back of Valve cover pan. The Dealers at Ed Romerman Buick where I purchase the car and the factory engineer look at the car and said it was a factory defect from the Valve cover and Gasket. After I took the car back several times that if my warranty run out that they would stand behind behind the Oil leak until fix. They changed the Valve cover pan and Gasket, but it didn't seem to help. Since then they went out of business. I call Detroit to find out where I should then take the car they told me to go Buick Ford in Lexington, Ky 40501. I took it there two times but after awhile it would leak again I have use a unusual amount of oil I then call Detroit again asking

they don't

them to help with my problem
They gave me a Ohio phone no which
I call and was told to take to
Car to Christian Buick on Burlington
pike in Florence, Ky That the same
place I purchase the car except it
was Ed Bonneron than the Dealer
at Christian Buick said he couldn't
do anything about it. I then took
it to a Sunoco Station in Ohio which
have been in busines around fifteen
years The man there said the
factory clamps had never being
removed from the heater hose that
gave across the Valve cover pan
He had to take the top Radiator
hose and The nuts of the fan
pump. He also had to take the
Vacuum hose bracket of the ~~extra~~
Valve cover pan. The man that
did the work said he didn't think
they the Dealer had ~~never~~ loosen
the Valve cover pan and put ~~and~~
Rubber Sealer in the Valve cover pan
there was a lot of build up ^{over}
back head. 502

He doubts the Value cover pan had
ever being removed. What she is
saying that it just long
enought for it to stop the leak
for awhile but was never fix
like it should have been & the
work he did total 3237. I am
sending you a copy of all the
work the Dealers did The car
has only get around 18,000 miles
on it at the time I am
asking you all to stand buy the
car leak until I see it not
going to leak anymore soon. I
have seen a lawyer and he told
me to write and let you all know
the problem and if the matter
couldn't be solve I could go on
to court but that not what I
want I just think you all should
have done something before I told
to to another dealer and pay the
Bill myself ~~get~~ please let me hear
from you all soon.

Thank you
William Bouse

000-503

Case No. 111A11

City, State, Zip 111A11

Phone 2019 Bus Phone 2019

Handling Dealer 381000

Change To 381000

Information Given By Q. Gallic

No. of lines to Zone 1

No. of lines to Dealer 1

111A11

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Code 84 Incident 11

AMC/JEEP/RENAULT

OWNER CONTACT REPORT (OCC) & OPEN CASE CLOSING REPORT

Case No. 111A11 File No. 111A11

Year 11 Month 11 Day 11

Time 11 Hour 11 Minute 11

Disposition 11 Priority 11

Repair Made or Action Taken and Date 11

Zone Owner Relations Manager 11

Field Service Manager 11

District Service Manager 11

Other 11

Zone Owner Relations Manager 11

Field Service Manager 11

District Service Manager 11

Other 11

Zone Owner Relations Manager 11

Field Service Manager 11

District Service Manager 11

Other 11

Zone Owner Relations Manager 11

Field Service Manager 11

District Service Manager 11

Other 11

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Zone Owner Relations Manager 11

Field Service Manager 11

District Service Manager 11

Other 11

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JUL 26 1983

OWNED BY

July 21 1983

Dear Sir

Bater

I was sold a new 1981 ^{amc} Concord on Feb 27 1981 from Backus Garage in Rumford Maine. I took the car back a number of times because the oil was leaking around the valve cover. Within 3 days after they said it was fixed I found oil leaking again. In May of 81 I took it to a garage I trusted. They were surprised to find there was no gasket. Is there any place I could buy a gasket for this or could you send a pattern so I could have one made. I have spent \$360.00 to have this sealed time after time.

This is the only fault I found with this car.

MAKE	YR	VEHICLE #	NUMBER	BODY TR.
AMC	81	AMC-A065	48K-102092	(25)
MODEL LINE	DL	CYL	DATE PUR	COLOR
CONCORD	6	New	2/27/81	Gold
SELLER'S NAME			C-10 Nutmeg	

BACKUS AMC/Jeep

Rte 2 Rumford Me

(BACKUS IS NO LONGER
IN OUR AREA)

04276

THANK YOU
(Owner)

Marilyn R Batchelder

Main St P.O. Box 135

West Peru Me 04290

006505

Order Name Address City State Zip

5121

12-31-82
JAN -3 1983

OWNER SERVICES

Kane

December 23, 1982

American Motors Corporation
Owner Relations
14250 Plymouth Road
Detroit: Michigan 48232

We would like to express our extreme dissatisfaction with the design of the 1981 6 cylinder Concord. The plastic valve cover, which necessitates the use of only two bolts with negligible assembly torque, does not seal. Furthermore, there does not seem to be a metal valve cover which could be used in place of the plastic, because the shape of the engine block was changed along with the change from metal to plastic in 1981.

Our mechanic refused to even look into the problem, since he already has tried to fix one Concord with plastic valve cover which has an uncorrectable leakage problem. We have worked on this seal ourselves a total of four times within the last two months, unsuccessfully.

Please be advised that we plan to take our business elsewhere. This AMC low quality design is intolerable.

Sincerely,

Thomas P. Book
Ruth Book

Mr. and Mrs. Thomas P. Book
63 E. 27th
Hutchinson, Kansas 67501

000506

Dec 3 1981
88-53 238-17
Bellerose, N.Y. 11426



To Whom it may Concern.

About a month ago I wrote
to you explaining about the frustrations
that I have been going through since
I bought a 1981 Concord D.L. in February.
I have not received a response I had
also asked for a price list on 2 cars. (SERVICE
MANUAL). From about the first day I received
the car I had problems. Please do not
disregard this letter. I have a list of about
everything that was wrong with the car.

1. Weld on door broken
2. No bracket on right side of stabilizer bar
3. Window channel replaced on driver side
4. Paint peeling, chipping, rough finish
5. Side view mirror LS replaced would not adjust
6. Replaced valve cover because of leaks
7. Loss of coolant from recovery tank
8. Points did out of adjustment
9. Engine vibrations
10. Crunkling noise on left turn

000507

- 11 Restricted right turns 12 Transmission oil leaks.
New pan gasket, seal, speedometer seal, adjusted
bands 3 times. These problems occurred at
different times.
- 12 R + L Rear wheel cylinders, New L. Rear drum
13 Leak from oil filler plug 14. Leak from P.C.V. valve
15 New belts.
- 16 Jump control misaligned 17 Radio static, double
stationer 18. New Speaker 19. A.C. blew hot air.
20. Cool air from heater 21. Bangin noise under
car. 22. Battery needed water 3 times in 8-9 months.
23 New front shocks & springs. 24. Valve cover
had to be removed again because of leaks.
25 Left front seat cover ripped because of
handle 26. moulding loose on rear passenger side
27. Replaced front wheel bearing I was at the
repair shop more than I was in my own bed
in those 8 months. I was asked by many people for
my opinion of the car. I cannot ~~just~~ knock the
~~whole~~ product because I just happened to
get one with all the flaws in it, and I stress the
point and tell them to ask someone else's opinion.
Because I really could not give an honest opinion.
I still have a problem of shudding when the brakes
are applied in dry weather the rear, screeches
in wet weather, the car skids to the side.
even at the speed of about 20-25 and the

000-508

brake pedal is applied quickly
~~but~~ not too hard. I was told
this happens because the car
is light in weight. I really
~~can't~~ ~~can't~~ ~~can't~~ go along with this answer.
and I hope I am right that there is some
thing that could be done about it. My
wife and I were almost hit by other
cars, because of this, and we cannot be
at ease when we drive. I know new cars
have bugs in them that have to be
cured. Please respond to this letter.
My wife really likes the car and the styling.
Please send me the price list for the 1965
Pamphlet + the 1981 Concord D.L. SERVICE MANUAL
CLASSIC 770

Thank you

Vicente Galli

000509

OCT 7 1983

Chue

738 Janice Ave.
Lockport, IL 60441
(815) 838 0082

October 11, 1983

American Motors Corp
Owners Relations
14250 Plymouth Rd.
Detroit, MI 48232

Dear Correspondent:

In February, 1981, I purchased a 6 cylinder Concord. I have been satisfied with the car and would consider buying another AMC car in the near future.

My one big complaint is the faulty valve cover. I understand the valve cover is molded out of some form of plastic or synthetic and that the cover has a tendency to warp.

I bought the car at Matson AMC dealership in Wheaton, Illinois. The cover leaked from the beginning and I took it back to Matson Motors under the warrantee. After a short period of time, it leaked again. I took it back again to Matson Motors and paid to have it fixed along with other periodic maintenance work. After a very short time it leaked again. I didn't like it but I felt I could live with it adding oil when needed.

Now the oil is leaking much worse and is running down on the manifold causing a bad smell and also smoke. I feel this could be a safety hazard. I feel that the engineering change from metal to plastic and the problem it is causing should be corrected at the expense of AMC at an AMC dealer.

Please reply with an answer or solution to this problem.

Sincerely,

Ralph Green

Ralph Green

000510

Dear Lisa:

Bill

JAN 18 1982
DEPT. OF SERVICE

1/12/82
Rt. 2, Box 348
Cincinnati, OH
73028

I could not find a 1981 Buyer Protection Plan
folder to find out which zone claimer - I think
it is Dallas but am not sure.

I am having a problem with my rear
main bearing leaking (engine bearing) on my
1981 Concord DL that I purchased Feb.
13, 1981 from Sengate Motor Co. at Del City,
OK.

I probably had this leak prior to my
12 month, 12,000 mile warranty but due
to a problem with my valve cover (which
I just recently got fixed) I didn't realize
I had two separate leaks.

As you know about 5 months after I
bought my car Sengate let their AMC
dealership go, so they left me in a bind.
When I first noticed my valves cover leaking
I took it in Oct 1981 to C. J. Nelson's at
Guthrie, OK, for that & my 5,000 mile check,
they said yes it was leaking but I would have
to take it when I got the car as it was a
recall item (I had not been informed by ^{High} 371

to this) so I called Fowler Toyota AMC of
 Norman, OK, they said they would replace it. They
 did & I had it back then 3 times with
 it still leaking. finally I called Dallas,
 they called Fowler who put another new
 cover on. Still leaked but not much. Needless
 to say by this time I was ~~frustrated~~ upset.
 In Feb. 1982 after my warranty expired
 I took my car to my former mechanic at
 Guthrie who I could trust & he fixed it.
 Then I noticed oil again on my
 garage floor and he checked and it was
 coming from my rear main. He replaced
 the gasket, still leaking but not as
 bad, he said the old gasket was hard
 as a rock. Finally last month decided
 (since I was off work & could do without my
 car again) to let him see if he could
 get it stopped. He found he could not
 get over sized bearings for it so he
 shined the bearing, he milled the bearing
 and it was still 2,000th so was not worn
 any. Needless to say it is still leaking
 but not as bad. Was having to add oil

000-512

to this) so I called Fowler Toyota AMC of Norman, OK, they said they would replace it. They did & I had it back then 3 times with it still leaking finally I called Dallas, they called Fowler who put another new cover on. Still leaked but not much. Needless to say by this time I was ~~thoroughly~~ upset. In Feb. 1982 after my warranty expired I took my car to my former mechanic at Guthrie who I could trust & he fixed it. Then I noticed oil again on my garage floor and he checked and it was coming from my rear main. He replaced the gasket, still leaking but not as bad, he said the old gasket was hard as a rock. Finally last month decided (since I was off work & could do without my car again) to let him see if he could get it stopped. He found he could not get over-sized bearings for it so he skinned the bearing, he milled the bearing and it was still 2,000th so was not worn any. Needless to say it is still leaking but not as bad. Was having to add oil quite

000512

③

of oil every 300 miles. The only thing he
can figure out is I have an undrained
shaft I talked to Fowler & McInt
(in Okla. City), both said they had not had
this problem and my mechanic talked to
Nelson's who said they had had no trouble.

What would you recommend as our next
step to solve this problem? I would
appreciate your help, surely I am not
the only one with it.

Please ~~reply~~ reply as soon as possible
I really like my car and shopped
for 2 years before deciding to order
it I am formally a Ford person
and GM employee.

Your help in this matter will be
greatly appreciated

Sincerely,
Francis E. James

P.S.
Former address:
1613 Hamme Dr.
Del City, OK 73115

Francis E. James
RT. 2, Box CS-48
Crescent OK 73028

405/969-2023 Ament

405/672-8205 Del City

00C513

MAR 17 1983

CUSTOMER SERVICE

atla

William H. Lewis
Rt. 3, Box 165-B
Pensacola, FL 32514
March 12, 1983

American Motors Corporation
Owner Relations
14250 Plymouth Road
Detroit, Michigan 48232

Sir,

If this isn't the proper department for this letter please forward.

I have owned several AMC automobiles in the past. I received better service from them than any of the Ford, GMC or Chrysler products I have owned. However, I do have a complaint about the 1981 Concord I now own. I haven't found a mechanic with the answer yet, even AMC dealerships. I have gone to Don Dawson AMC here in Pensacola several times. They even went so far as to replace the cover one time.

I am retired from the quality control department of The Monsanto Company here in Pensacola. When Monsanto announced AMC's decision to use Monsanto Vydyn resin to mold valve covers I questioned it. I said then that nylon (even if it is "reinforced" with clay) will begin to warp and flex when exposed to tremendous heat. Management told me both companies had tested it extensively and there were no problems.

I still say it isn't working. Not only did AMC make the covers of nylon, they are anchored with only two bolts (in the center of the cover) which allows more warping. They use a sealer instead of a gasket. Now when the engine gets hot the sealer becomes soft and pliable and the cover begins to warp. Combine this with the pressure caused by the two anchor bolts and the cover "chews" its way to the engine block. Of course the oil then starts to pour out. I am then continuously smelling scorched oil (from the hot exhaust manifold) and adding at least one quart of oil each five hundred miles. This not only is nauseous and expensive, it could be a fire hazard.

May I suggest anchor points around the edge of the cover (instead of the two in the center) and using a gasket. If this fails please go back to metal covers even if it is a loss to Monsanto. The gasoline saved by the lighter weight cover is more than off-set by the oil wasted when you can't stop the cover from leaking.

Sincerely,

William H. Lewis
William H. Lewis
Rt. 3, Box 165-B
Pensacola, FL 32514

000-514

001 28 532

Mary
J.A. Lowney
82 Brookfield Avenue
Glen Rock, NJ 07452

American Motors Sales Corp.
14250 Plymouth Road
Detroit, Michigan 48232

ATTN: Owner Relations

A PLEA FOR HELP!

On February 28, 1981, I purchased a 2 door AMC Concord D.L. from Kosco AMC/Jeep/Renault 633 Route 17 South, Paramus, NJ

Initially, I have been extremely happy with my AMC's performance as to riding, handling and gas consumption (22 city & 27 highway) and considered purchasing an AMC for my daughter. Unfortunately, a defect frightened me, so we had to settle for a foreign car.

AMC and I are having a problem!

AMC has a problem because and in spite of the fact I think my Concord is terrific as to performance and styling, I simply cannot consider the purchase of another AMC car nor could I recommend it to someone else.

I have a problem because my driveway is being coated with oil because of a fault in the valve-head cover seal. The problem was first evident in May 1981 at which time the valve head cover was resealed by Kosco under warranty.

On April 18, 1982 with 10,000 miles on the car and leak still evident, returned the car to Kosco, Paramus and was advised that the condition was no longer under warranty. On April 21, I contacted regional service representative, Mr. Fred Kodell, White Plains, NY, who was kind enough to arrange for installation of a new valve cover in April '82.

Problem still evident and again Mr. Kodell arranged for replacement of cover on August '82.

Even though I lost time from work and had to be without a car while at the dealer, I remained patient.

000515

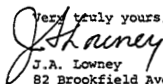
Unfortunately, oil continues to cover my driveway (current age is 16,000. While I most recently returned car to Kosco for look-see, was advised that 'this is a common problem and all cars leak' My efforts to obtain the advice of Mr. Kodell have gone unanswered. Left my name and number for him to call on three occasions.

Obviously, I either have a lemon or there is a serious fault in the design, and local service (Kosco) is unable to correct problem.

Although I think the car is great, I do feel the particular problem negates the value.

I would not be happy if I had to arrange for repairs locally and paid out of pocket, nor would I be interested in making another excursion, a run around, ~~from~~^{to} Kosco. Obviously Kosco, Paramus does not have the expertise or the equipment to correct the condition.

I would appreciate any assistance you can provide to correct the situation.

Very truly yours,

J.A. Lowney
82 Brookfield Avenue
Glen Rock, NJ 07452

000516
Oct. 25, 1982

JUL 1 3
OWNED BY July 9, 1983

Dear Mr. Nelson

Your letter to Rev. Vernon Benham and
his note to me, Rev. George Nika, regarding
the 1981 Concord, is returned with my
aftermath experience: I took your letter
to the facility from which I bought the
Car New, having had valve cover leakage
from day one and having had three new
covers to correct the problem which was never
corrected, and my experience has been after
I showed your letter put off after another
for 12 visits telling me they were not able to
get the new black fibre cover, until I
stopped going, traded the car for a J M
car, and am convinced that keeping a good
customer and satisfying his choice of car
is not part of their policy.

Thank you your interest and
concern.

Respectfully Yours,
Rev. George D. Nika
Martinsville Bible Church
Box J
Martinsville, Ill.
62442

000512

OCT 14 1983

KANC

American Motors Corp.
27777 Franklin Road
Southfield, Michigan

Oct 10, 1982

"Help!"

And I do mean Help. I bought a Concord
six cylinder V-6 on February 6, 1981 from Absher
Motors Sales & Service. It began leaking oil from the
day I drove it - I took it back to the garage
and they said, "Oh yes we can fix that" well
they haven't and I've already had 4 gasket heads
put on, now there another to be put on. When
the head was changed from metal and a cork
piece to the plastic, that's when trouble
began. I'm a 73 year old widowed on Social
Security and I can't afford to keep these bills
up nor can I get a new car - just what
do you propose I do??

It's a good car if it just didn't
leak oil - I lost a quart and a half in less
than 2 months how does that sound to you? They
either don't care but at the garage or they
don't know what it's all about.

When people ask how I like my car I say,
"I've only don't buy one because it don't just
drop oil it runs out."

Very truly yours
Norman L. Normore
613 S. Virginia Ave.
Marion, Ill. 62959

80C518

P.S. Don't have 11 430

7-16-84

American Motors Corp.

My name is Jeanne Palek. I am writing this letter to you to describe briefly a problem I have encountered with one of your dealerships, Petersens Sales in Lapeer, Michigan. I own a 1981 Concord. On March 1984 I took my car into Petersens and have an oil leak fixed. They replaced the valve cover gasket and told me my problem was solved. In June, I again took my car back to the shop before the 90 day warranty was up with the same problem. At this time there was a strong odor of burning oil which made me feel sick and an endless headache while in the car. The service manager told me the problem was that the engine was dirty and needed steam cleaning which Petersens did at this time. The problem was still there a week later. I again returned my car to Petersens at which time the service manager himself cleaned the engine. At this point in time the bill I incurred was \$61.52 for a

the cover gasket and labor to install it, plus 3 trips back to Peterson for the same problem. On July 10th I again returned my car to Peterson for the same problem. They told me at this time it would cost me an additional \$145.00 to take care of my oil leak. Needless to say I was shocked. I am a widow with 2 sons living on Social Security of \$500.00 monthly and some part time baby sitting jobs. This is the 2nd AMC Product I have owned - Overall I have been angry. Peterson told me their service work is guaranteed for 90 days. I have had my car into the Dealership 5 times in 5 months to fix an oil leak. I do not feel I have been treated fairly by the service dept. and still don't know why they are taking me 5 months later. It will cost me \$145.00 to repair the defect. As of this time I have paid \$206.52 for the oil leak which I can not afford.

Knowing that you build a quality vehicle, I hope you will be able to help me in this matter.

15 Stanley Road
Clematville, Mi
48421

Respectfully Yours,
Joanne Palek -

July 20

Rush JAN 11 1983
OWNER SERVICES

J. Arman

6735 Camarillo
Cincinnati, Oh.
January 8,



Mr. W. Paul Tippett
American Motors Hqgs
27777 Franklin Road
Southfield, Michigan 48034

W. P. TIPPETT

JAN 10 1983

My dear Mr. Tippett;

As a driver of American Motor Cars for the past thirty years, I was dismayed to learn that my 1981 Concord required the replacement of a rocker cover.

Upon investigation I learned that the early '81 Concorde were all installed with an unsatisfactory design and that, in fact, later models were installed with a more satisfactory part.

In view of this discrimination I would appreciate your consideration of the enclosed bill.

Yours truly,
Honey J. Scott

enc
quay bill

000521

1 AMCA 65284-20667 - 344824 3.6.62
NORTHINGTON DR. COLUMBUS, OHIO 2. 8-83 -
PLEASE CORRECT ---

1. OIL LEAK AROUND VALVE COVER - LEAKS
REPAIRED (4) - STILL LEAKS
2. RAIN LENS DEFECTIVE LENSE
NOT REPAIRED
3. AMC DEALER - KISSIMMEE, FLA
WOULD NOT REPLACE DEFECTIVE TANK

OUT-82
WALTER W. VITTOE
4792 Northlawn Blvd.
Columbus, Ohio 43229

1ST QTR - 2-25-82 471-0508

000522

FEB-7 1983

OWNER SERVICES

February 2, 1983

Schraver, La

Gentlemen,

I worked for a dealer in Morgan City in the early 60's and at that time the dealer was selling AMC cars. There were good cars so when I bought my first new car in 1980 I decided to buy an AMC Concord wagon.

The car was bought at Houma Toyota in Houma, La. The car was brought in to Houma Toyota several times while under warranty for oil leaks. Most of the oil was coming from the valve cover. July of 1981 Houma Toyota changed the valve cover and that ~~but~~ held up until the warranty was out. Now the valve cover is leaking more than ever, so I took a close look at the motor and saw that the valve cover was made out of plastic with a ridge at the top of the cover. There is no way that this cover will not warp and leak from the heat of that engine. The shop foreman at Houma Toyota also told me that they also had trouble with a lot of other 1981 Concord's for oil leaks. If the ridge were on the edge of the cover it might not leak. I checked with the dealer and saw that your people are and still using this plastic valve cover in 1983.

ALL APPROVED CLAIMS ARE JUDICIAL

SIGNATURE 1/11/83

000523

1/11/83

I know I am not the only one
having trouble with oil leaks. If I
wanted to buy a plastic toy I would
have gone to a 5 & 10 store. I bought
a \$9,000 ^{5.0}/₁₀₀ car and did not expect to
have ~~plastic~~ part of the engine made of plastic.

There is only one way to correct this
problem & that is with a steel valve cover.
For these engines. Will you people correct this
problem under warranty?

Thomas J. Bergeron

P.S. Date of Purchase 11-11-80

Serial No. 1AMCA0851BK133734

Home AMC Jeep

220 South Hollywood Road

Home, Ga. 70360

My address Thomas J. Bergeron
Star Rt 2 Box 110 Clark St
Schuener, Ga. 70395

000524

25. NOV. 1983

AMC Sales Corp
Sales Relations
P.O. Box 442
Detroit, Michigan 48232

TSgt Denver S. Bullard
1108-A Birch Ave
Grand Forks AFB, North Dakota 58205

Ref: Out of Warranty Claim

Dear Mr Kenneth L. Davis,

This is an out-of-warranty claim to reimburse me for repairs done to my 1982/AMC Concord Wagen on 25 Nov 83. The work involve was applying another application of silicon gel for a leaking oil valve cover. The reason and justification for a claim is because the cover was installed back in 09 May 83, after only 3,955 original miles of driving. Now I had to have the same work done again. This time I had to bear the expense, out of my pocket, because my warranty just expired on 09 Nov 83. I feel I should be reimburse because my car only has 10,169 miles, my warranty just expired this month and the work was just recently done in May 83. I feel AMC Sales Corp should seriously consider my claim. Enclosed are warranty claim on work done 9 May 83 and my most recent paid work order. Amount of claim, \$43.50 I remain.

Sincerely,

Denver S. Bullard
Denver S. Bullard, TSgt, USAF

000526

W. P. TIPPETT

MAY 21 1984

RUSL

W. Paul Tippet
American Motors Corp.
27777 Franklin Rd.
Southfield, Mich. 48034

5-18-84

Dear Mr. W. Paul Tippet,

I own a 1981 AMC Concord Station Wagon that I purchased from my father when it was one year old. My father had the car brand new.

I have been very unhappy with the quality of this vehicle. I have only 32,500 miles on this car and I have had to replace the master brake cylinder, repair the radiator, replace the padded steering wheel, and try to repair valve cover oil leaks.

It is this major defect of valve cover oil leaks in your automobile that prompts me to write you. My father had these oil leaks by the valve cover when he owned the car new. He had the oil cover seal repaired many times without success. He finally had a new valve cover put on as was suggested by AMC but that failed also. This new cover had three small dots on it indicating this was the new corrected design to repair these valve cover oil leaks, but the oil leaks continued. Unfortunately I do not have the repair receipts from my father. I do however have all of my receipts in trying to get this irritating problem repaired, and these receipts are attached.

The AMC dealer who has been working on this valve cover oil leak can not properly seal the cover. I still have valve cover oil leaks even after my 5-10-84 repair work. It is not the fault of this dealer, as many different AMC dealers have tried to repair this seal and failed. The oil leak is obviously a major manufacture defect.

There is not an AMC dealer in my home town of McHenry, Ill, so besides the major expense I am incurring; to constantly have this car in the shop being worked on time and again for the same problem is quite an inconvenience for my family.

Can you please advise on how I can have this manufacture defect of oil leaks coming from the valve cover repaired correctly for the last time. Can I expect compensation for past repair expenses that I should have not incurred if this manufacture defect was not in the design?

I anxiously wait for your reply.

Regards,

Vincent A. Giacomini

Vincent A. Giacomini
4913 Bromley Drive
McHenry, Ill 60050
815-385-8575

cc Roger Foss-Chicago Zone Mgr.
Anderson Motors-Crystal Lake

000527

used On

June 25, 1986

American Motors
P.O. Box 442
Detroit, Michigan 48232

ATTN: Owner Relations

Gentlemen:

I have a problem with my 1981 Concord S/W that I feel should be resolved. The problem is a valve cover that leaks. The car is a 1981 AMC S/W #1AMCAO-879BKI77495.

I purchased the car through Buran AMC in January of 1982. It was a used factory car. Mileage at time of purchase was 18,011.

The service or warranty records show that the car was in for service on 5-19-81 (4 months in service) for a leaky valve cover. I assume the cover was replaced. Warranty claim C431906 is not clear on this point. After purchasing the car, the oil leak became noticeable due to the large spot on my garage floor.

On 8-23-82, at 25,096 miles, I had a new valve cover installed at Leader AMC (now James AMC) B013730 at a cost of \$77.93. Not long after, the leak began again. At this time I decided that it was cheaper to install oil than to keep putting on new valve covers. At the rate of installing covers to leaks I would have to put one on every 10,000 miles.

On 6-18-86 I spoke to a factory representative named Elando Karnett (? spelling). To say that she was helpful would be a gross understatement. All I could get out of her was that at my present mileage, about 45,000 miles, I was outside of the warranty on parts. I am not claiming a defective part. What I am claiming is that this manner of installing the valve cover is a design defect. If I put on a new valve cover every 10,000 miles, they would still leak! Using a mastic instead of bolting the cover was not a very good method as far as the customer is concerned.

I would like this matter brought to the attention of someone who would take the trouble to remedy this problem. A problem that I honestly feel is AMC's--not mine.

Sincerely,

L.A. Hamilton

L.A. Hamilton
4414 W. Leland Ave.
Chicago, IL 60630

312-545-0257

000-528

3 *free* September 1, 1986 *WJ*

Mr. Joseph E. Cappy
Executive V.P. & C.O.O. American Motors
14250 Plymouth Road
Detroit, Michigan 48232

Dear Mr. Cappy,

I bring this letter to your attention as I am getting nowhere with your Customer Relations Department.

My problem is the cylinder head cover on my 1981 AMC Concord S/W 4.2L. According to the code numbers on the block, the car was made on January 13th, 1981. The serial number is 1AMCA0-879BK177495.

On June 16, 1986 I called the factory representative, an Elando Karnett(?). I explained the problem and advised her that there had been two replacement covers installed and the leak was still there. I got nowhere with the young lady. All she could tell me was that the car was out of warranty.

I then wrote "Owner Relations" in Detroit. After a delay of five weeks, I received the worst public relations letter that I have ever seen in all of my business experience. After writing a well-documented letter explaining the problem and the steps taken to correct it, your Owner Relations department answered with a form letter. The reason for the form letter, according to your D.Y. Walker, was to "promptly" handle my "request". After 5 weeks! I was requested to again recontact the Regional representative. No thanks! I've already been that route.

As I tried to explain to both of these people, this is not a product failure, which ordinarily places it outside most warranties. This is a design defect, and should be your responsibility, not the buyers!

It seems strange to me, that a company as large as yours should "stonewall" a customer in this manner on a problem your engineering department was well aware of for some time. Why is it that your Regional office as well as your Customer Relations Department in Detroit are unaware of your Information Service bulletin 46E, which covers the problem I've been complaining about?

Mr. Cappy, as C.O.O. I'm sure you have better things to do than listen to complaints from irate customers. All I ask of you is that whomever you pass this letter off to, that they do something about it. Please--no more form letters! They are insulting.

Sincerely,

Louis A. Hamilton

Louis A. Hamilton
4414 W. Leland
Chicago, IL 60630

(312) 545-0257

COU-529

J. 5
1545 Passaic Place
North Brunswick, New Jersey 08902
July 9, 1985

SFR



American Motors Corporation
14250 Plymouth Road
Detroit, Michigan 48232

Att: Harry Hallen, Manager, Owner Relations Service
Re: 1981 DL CONCORD WAGON

Gentlemen:

In March, 1981 I purchased a new DL Concord Wagon from Sicora Motors, 541 Somerset Street, Somerset, New Jersey 08873.

From day one we had an oil leak problem my garage was constantly laden with the oil requiring constant clean-up and replenishing of the oil supply. As you can see dating back to 1981 we had the car in numerous times in hope of getting this problem taken care of. But, unfortunately the oil leak kept getting worse and they kept saying there was nothing more that they could do that many of the AMC's "Leak Oil"! This problem has been costly and very distressing to say the least.

The most recent servicing was on May 1, 1985 for our 35,000 servicing and they said they weren't able to do anything about it except perhaps to put on a "new valve cover that just came in". I said okay, do so. The next day they installed the new valve cover and gave me a new bill for \$70.06!

I feel this cost should have been absorbed by them since they never fixed it when it was still in warranty. They said no they could not do so and if I wanted to take my car home of course I would have to pay this sum which I did under protest.

To add insult to injury after paying \$227.50 for the servicing AII had trouble getting the car started each morning. Upon phoning they said well it probably is a "choke" adjustment and to bring it in.

Gentlemen, Professional Nutritional Consultant and all this time away from my office has been very aggravating to say the least. Nevertheless I took the car in for this adjustment and also to have a new seat belt (passenger side) installed as it had broken some time ago. Well, I am enclosing copy of this bill too showing that they charged \$45.51 for the new belt and \$34. for the labor to put the belt on.

I know one should be tempted to just chuck it up to frustrating relations with an auto company but, inasmuch as I deal with people daily I felt resentful of both the financial and emotional abuse I was being subjected to. As you can see we have had our car in regularly for all servicing per your book and these two problems really should not be borne by us. Sicora says they will not bear the cost that they are both AMC problems.

I am writing in the hope that, although you cannot reimburse me for the time
be reimbursed for the Valve cover repair of \$70.06
cost of \$45.51 and \$34.00 to install it. \$79.51
TOTAL: \$149.57

010530

I am the only one driving this car so it is not abused, it is serviced promptly and both these problems are, it would seem defects in your manufacturing process.

As you can see, I wrote to my local District in the hope of resolving at least the valve cover problem. His reply is truly an insult to my intelligence (copy attached) Naturally parts will fail, but from the first week on???

I am therefore, at the suggestion of my attorney writing to you to apprise you of what has been happening. He said it is the proper route to follow before I take any legal action. I am not a trouble maker but I do not like to be taken for some kind of naive fool. I have two other cars and none of this has ever happened with them. I speak at many functions and meet many people in both my health and writing circles and it seems I shall have no alternative but to spread the word about AMC's inability or perhaps I should say unwillingness to resolve problems with their customers.

I've been reading in the papers of AMC's problems. Perhaps improving both product and customer relations might be the secret to regaining the reputation and credibility AMC once enjoyed in this area.

I trust you will review carefully all the invoices and papers attached and will forward a check in the amount requested. I truly do not wish to initiate legal proceedings and hope your reply will avert my having to do so.

I shall look forward, most eagerly to your early reply.

Thank you for your courtesy and cooperation in this matter.

Very truly yours,

Mrs. Lawrence A. Hirsch

MRS. LAWRENCE A. HIRSCH

Att: 9 invoices
1 letter from W. Marc Yakubosky
AMC Owner Relations Analyst

cc: Paul Tippet, Chairman of the Board
Southfield, Mi.
Jerry Sloan, Vice President of Public Relations
Jose Dedeurwaerder, President
D. Rubin, Esq.
Certified: R.R.R.R.

P.S. Should you wish to reach me by phone my numbers are: 201-249-5607
business: 201-846-0680

000531

7/9/85

Addendum to letter of July 9, 1985 American Motors Corporation

on reviewing our bills my husband and I compared the actual items against the recommendations in the Owner's Book and find the following:

For our 6 Cylinder car recommendations were for replacement of oil filters at 5,000, 12,500, 20,000 27,500, 25,000

If you will look at our bills you will see that on 9/21/81 milage 5,066 we got new filter & 5QT
" 2/27/82 " 7,488 " " " " " "
" 6/8/82 " 10,219 " " " " " "
" 7/18/84 " 28,935 " " " " " "
" 5/1/85 " 35,202 " " " " " "

so as you can see early on they were replacing our oil filters far more frequently than the book recommends and also we were getting 5 Qts of oil more than recommended. In between we were getting oil too as we had it checked and it was almost always "low"!

Additionally regarding PC VALVES on 9/21/82 at 5,066 they installed a PC VALVE
on 6/8/82 at 10,219 they installed a PC VALVE
on 10/10/84 at 29,428 " " " " "
on 5/1/85 at 35,202 " " " " " (this was a \$227.50 servicing!
then again on 7/3/85 at 36,336 they again installed a PC VALVE
because despite paying the \$70.06 for a new Valve cover and having a new PC VALVE put in on 5/1/85 we STILL
LEAKED OIL BADLY.

do believe they finally have repaired it properly because it does not seem to be leaking oil FOR THE FIRST TIME SINCE WE GOT THE CAR...

You will have to admit we have absorbed an enormous amount of expenses both in monies and time to have a situation remedied which WAS NOT OUR FAULT. Sicora told us this was a very common problem with all the AMC cars and I do not feel we should be the victim of an AMC problem. We bought this car in good faith and have had nothing but aggravation.

I am looking forward to a fair review by you and an equally fair and equitable refund check to cover our expenses to get the car fixed properly.

Mrs. Lawrence A. Hersci

00C532

3/29/83 APR-5 1983
Anderson Motors Sales Corp. OWNER SERVICES

Dear Sirs

In regard: 1981
Vehicle ID 1AMCA08558K137818
Owner's Name: Huber, John F. Sr. + Margaret L.
purch from 1 Atlantic AMC - Jeep St Augustine, Fla.

Re:

Valve Cover leaking. This leak was
repaired 3 times while it was still
under warranty. Everytime it was repaired
it would last about 6 to 10 months & would
start leaking very slightly when the
motor was running. We have not had
it worked on since the warranty ran
out. Occasionally we add a quart of oil.
We had a tune up 1/3/83 (the bill enclosed)
with statement Valve cover leaking.

This is a problem we have had ever
since we purchased the car. We have
approximately 35,000 miles on it. We are
retired and do not feel that we can buy a new
car. Please advise.

yours truly
John F. Huber Sr.
2203 Diana Dr.
Palatka, Fla. 32077

over

000-533

about a week ago we were parked ^{about} in Jacksonville, started the car, it had a severe knocking, like in the valves or something. We drove it about a mile and it gradually disappeared and has not reappeared. There was no garage where we were parked.

000534

OWNER CONTACT REPORT (OCR) & OPEN CASE CLOSING REPORT

Information Given By: Dyer

[illegible]

Code 1	No. of times to Distric: <u>15</u>	No. of times to Zone: <u>3</u>	Handling Disposition:
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Code 3			
Code 4			
Code 5			
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1037
ad. female 15x10mm ad
023-1
Pau. cone

100

Not used June 1st or 11th, 1911

008 ✓
 Working again, All Medical History =
 VENGING 01/1985 158
 31/12/1985

Added on the air instrument models are

CAM PLUG REPLACED

3/15/83 YES

31 NW 24 High land. No forest activity on site	Value covered Sampled	3/30/83	YES
--	-----------------------	---------	-----

③ AC/biter out out inadequate - blower

17 1908 10 10 10

partitions in floor - old and new: Jan 1903 1/2

ADJUSTED CONTROLS	7/13/13	YES
"Alone" Marketing for the Commission's Website		

part. 9.10. and 17.10. and 18.10.1944

For a detailed report on the 70 Noddy. Acquired

Q What are the controls?

3/15/83 ✓ Yes

Melospiza cinerea

advisory panel, on Medicare and Medicaid, were

1981

⑥ AC drive inoperative or inefficient

Normal-
7/15/83
Yes

⑤ 11/30/83 13

1. Did you deal with either of the following in terms of accessibility (barriers) and level of satisfaction (including any

Planned to Alameda County - 11/11. By D. Hunt

2. Who road tested or quality checked the product?

1507 KALAH Title 1507
 1507 KALAH 1507
 Road test was not required

NAME	AGE	COMPANY
3. Was this road test done with the owner in the vehicle?	Yes	No
	<input checked="" type="radio"/>	<input type="radio"/>

4. Who from the zone will be satisfied with it? when? Agnet Kellner 1933
 (Required on all National open cases) Name Title

5. How was this satisfaction verified? ☐ In person
☒ Phone ☐ Written

Internal Processing Instructions:

Attach copy of wireletter, if applicable.

☒ ADVISEE

☐ DISADVISEE

Individualized overall complete back of report and make a copy for zone file.

OVERALL OMENHEAVION ☐ SATISFIED ☒ MOSTLY SATISFIED ☐ UNSATISFIED

83 / 11

Wire sent to Zone
Zone 1
Date: 7
92

Copy of OCR
 (X) Cases Requiring Senior Manager Signature

COB A1000A NY

January 5, 1983

C.
er Relations
50 Plymouth Rd.
ait MI 48232

r Sir.

I purchased a 1981 Concord 4-door wagon from Bob
is AMC.35200 Grand River, Farmington Hills MI, on
bruary 6, 1981. The vehicle number is 1 AMCA065x9K115135.

RENTY WORK STORY.

A. The car was delivered with defects around the drivers
door. It was returned for repairs on 4-24-81 but the
dealer did not do the work.

B. Oil Leak

We took the car in 4-21-81 to repair the leak but
was not repaired properly.
was brought back 12-22-81 and was told it needed
parts and we would be notified when the parts came in.
We were never notified, the oil still leaks.

C. Exhaust leak same response as above.

D. Poor air conditioning performance.

I paid \$700.00 for the air conditioner or it doesn't
cool my car.
We took it in 4-24-81 and was told it was normal.
Your normal air conditioning equipment for my car
is not adequate.

000536

Although this car is almost two years old, the above mentioned problems were present and brought to the attention of Grosse Pointe AMC, 18201 Mack Ave. Detroit 48236, and also to Bob Saks AMC, while still under warranty. Just because certain items were ignored and/or not fixed properly does not relieve AMC of their obligations.

Your help in clearing up these problems would be greatly appreciated.

Alvan F. Larrabee
21231 Kenmore
Harper Woods, MI 48225

Enclosed carbon copies of warranty work sheets

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FEB -6 1984

all

February 1, 1984

American Motors Sales Corp.
Detroit, Mich.

Attn: Owner Relations:

To whom it may concern:

I own a AMC 1981 Concord Station Wagon, which I am very pleased with, except for one very disturbing problem.

As you can see from the enclosed two bills; at speedometer reading 15972, the car had a bad valve cover leak, due to the fact that it is made of plastic and cannot seal properly. I had it resealed at a cost of \$37.15. At speedometer reading 28941 the same leak occurred again, and I had it resealed at a cost of \$40.32.

If I am going to have this aggravating leak every 15000 miles I judge it to be an engineering fault or material use misjudgement on AMC's part.

This is my first AMC car and never in my long experience of car ownerships have I experienced a problem such as this.

As I mentioned before, I like this car very much. It is smooth riding and good looking, but I will think twice before I would buy another AMC vehicle, unless I felt satisfied that your company would assume some liability for what seems to be a design weakness.

When you respond to this letter please return the two enclosed bills.

Yours truly,

George A. Leuchs

George A. Leuchs
Rt. 3, Box 477, Lot 41
Lady Lake, Florida, 32659

000539

OCT 31 1983

Phone (318) 239-6041
P.O. Box 71
P.O. Box 8 West
Leesville, LA 71446

October 21

American Motors Corporation
27777 Franklin Road
Southfield, MI 48034

Attention: Jose J. Deduerwaerder, President

Dear Mr. Deduerwaerder:

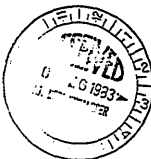
We purchased a 1981 Concord EL in August 1981. Vehicle identification number 1AMCAG852RK225452. We purchased it through military sales in Germany and picked it up at Fred Beans, your selling dealer in Cinnaminson, NJ. We decided on this car because we thought AMC was a popular car so that it would not be hard to get parts and service anywhere the Army sent us. It appears we were wrong.

The problem with the car is the valve cover. It is made of plastic, has no side bolts to help seal the oil in, and has no gasket (a silicon sealant must be used).

Our car has had a very slight oil leak over a year. We checked with all the garages in Leesville only to find one place that gives a guarantee on all their work. They would not touch our car because they said it could not be fixed. The AMC Jeep dealer will only work on it. After further checking we found a reputable mechanic.

When the mechanic went to replace the sealant around the valve cover, he discovered the valve cover was cracked. We fiberplashed the broken valve cover and the mechanic put the car back together until he could locate the part, costing \$42. After trying for 2 weeks (with us using a quart of oil every other day), he still couldn't get the part. I had to call long-distance to Holiday Motors in Atlantic City. We got the part, costing \$30 for the part. That took 2 more weeks. The mechanic then redid the whole job putting the new part on following the book's instructions, costing another \$42. The car still uses a quart of oil in 4 days. Because of a high hospital bill, we couldn't afford to put the car back in the garage. The mechanic, knowing this, did the car for the third time at his own expense even though he had told us that he couldn't guarantee his work. We think you should reimburse him for his troubles, which is \$36.

Roshong's Gulf
Hwy 171 North
Leesville, LA 71446



000540

Le J. Deduerwaerde

for 2

or 21, 1983

He slowed the leak down some on the third try. However, it still pushes out a quart in less than 2 weeks.

The oil runs down on the manifold and smokes all the time. It gives off a terrible smell. Also the oil fouls out the spark plugs.

The reason for our cost at \$42 and the actual job is \$36 is we have been trying to get your air conditioner fixed on the car. The belt will not stay tighten.

We knew to call Holiday Motors because they have ordered parts for us before. However it took them 6 weeks to get in a PC valve this summer. If you are going to sell 6-cylinder engines, you should at least have the parts more available than that.

When we paid over \$9000 for this car, we expected a quality product. We want some way to get this car fixed as it is only two years old. We will expect a prompt reply as to how and where we can get the car fixed or we will turn this over to Army legal service.

Sincerely,

George Mader
George Mader

cc George A. Maddox: VP. Manufacturing Operator
Roy C. Lunn: VP. Product Engineer
James L. Tolley: VP. Public Relations

000541

July 24th, 1985

American Motors Corporation
P. O. Box 442
Detroit, Michigan 48232

REF: 1981 AMC CONCORD
ID # 1AMCA0858BK145945



Dear Messrs:

My wife and I own a 1981 AMC Concord four door wagon that we purchased new from West Park Toyota - an AMC Distributor - in Ontario, Oregon. To date we have driven the car 49,000 miles and it has always received excellent care in every way, including preventive maintenance on time as specified in the owners manual. We have never neglected this vehicle in anyway. However, we have had some problems with it, regardless of proper care. From day one, we experienced a problem with oil leaking from the engine. The car was taken back to the shop where we purchased it and they would tighten up a bolt here and there and say that should take care of the problem. However, it did not and after about as many as half a dozen trips to the shop, we had a private mechanic looked at it and he found the problem. It turned out to be in the valve cover and had to be replaced because new gaskets or anything else would not stop the oil leakage. With the new valve cover, which was replaced at West Park Toyota, free of charge, the problem improved somewhat but still existed till May this year when we took the car in for a complete tune-up at TUNEX here, where the root of the oil leaks problem was found and finally stopped, this costed us \$234.38 (copy of paid receipt is enclosed).

In June 1985, we had trouble with transmission and we took it to PROTRAN, a transmission specialist and discovered that the "torque convertor" broke and ruined the transmission and we had to pay \$588.50 to have this fixed (a copy of paid receipt is also enclosed). After only 49,000 miles, this kind of breakdown should not occur and must be a fault in the transmission or the workmanship.

We have really enjoyed the car and love driving it and we have every intention of buying a new AMC when we feel the time is right. We feel that the problems we have had are somehow excessive, especially with the oil leaks and transmission business and would appreciate very much AMC consider at least reimbursing us for some of the cost to have them repaired. Your sincere consideration in this matter would be greatly appreciated.

Sincerely Yours,

Mrs. James L. Merritt

James L. Merritt
1425 Crest Way
Ontario, Oregon 97914

000542

JUL - 1 1963

ear Mr. Babcock,

I'm Nicola Pavia, 72 years old and retired from
Wis. Telephone Co, and now a volunteer Red Cross
driver.

My complaint is that this 81 Concord wagon
was supposed to be repaired at Ralph Niede
A.M.C. / Jeep Inc in Kenosha Wis which is
16 miles south of my home in Racine, Wis.

The oil leaks around the plastic over head
valve cover leaving puddles in the garage
and drive way.

I called the A.M.C. dealer and they want
\$60.00 to repair it again. Since this is
a non wearing part of the car I feel
they should have repaired it at no cost
to me - They repaired it twice under
warranty.

I've never had this type of trouble on
my previous 6 new A.M.C. Car and I
like this Concord.

I don't mind paying for running parts
that wear over a period of miles driven.

Enclosed please find Xerox copy of last
invoice of repair. I think the plastic cover
is shrinking or warping. Please let me
know the decision on this complaint. I thank you.

Yours truly,
Nicola Pavia
2024 Clathon St.
Racine, Wis 53402

000543

Selling Dealer

City, State, Zip _____
Home Phone _____

Address _____

Owner's Name _____

Dear Sue I purchased a 81 AMC Concord
Wagon 258 CID 6 cyl 28BL #1AMCA0852BK 213205
on 11-11-81. Shortly after buying the car I had
a oil leak around the tappet covers (?). I
returned it to Baggott-Budwell several times.
(even after warranty). I also took it to several
auto shops around Wichita Falls & none can
stop the one quart of oil leak a week. My
parking space at work & my driveway at home
look like oil fields. Can you tell me
someone in the Wichita Falls area that
can work on amcs & fix them.

Dealer # 22-4980
Pre Order # 19-6342

Please help a Unhappy Inc owner
Joe Souther

Joe Souther
302 GALLEON
LAKESIDE CITY, TX.
76308

600544

Att. # 1-817-691-4606

RENAULT
Emergency Claim

1. Name of the person	2. Address
3. Date of birth	4. Date of death
5. Date of burial	6. Date of interment
7. Date of cremation	8. Date of exhumation
9. Date of reinterment	10. Date of removal
11. Date of return	12. Date of disposal
13. Date of final disposition	14. Date of final disposition
15. Date of final disposition	16. Date of final disposition
17. Date of final disposition	18. Date of final disposition
19. Date of final disposition	20. Date of final disposition
21. Date of final disposition	22. Date of final disposition
23. Date of final disposition	24. Date of final disposition
25. Date of final disposition	26. Date of final disposition
27. Date of final disposition	28. Date of final disposition
29. Date of final disposition	30. Date of final disposition
31. Date of final disposition	32. Date of final disposition
33. Date of final disposition	34. Date of final disposition
35. Date of final disposition	36. Date of final disposition
37. Date of final disposition	38. Date of final disposition
39. Date of final disposition	40. Date of final disposition
41. Date of final disposition	42. Date of final disposition
43. Date of final disposition	44. Date of final disposition
45. Date of final disposition	46. Date of final disposition
47. Date of final disposition	48. Date of final disposition
49. Date of final disposition	50. Date of final disposition
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87. Date of final disposition	88. Date of final disposition
89. Date of final disposition	90. Date of final disposition
91. Date of final disposition	92. Date of final disposition
93. Date of final disposition	94. Date of final disposition
95. Date of final disposition	96. Date of final disposition
97. Date of final disposition	98. Date of final disposition
99. Date of final disposition	100. Date of final disposition

06 1976

ADDITIONAL

☐ POSTAGE

On the 3-10-81-

I bought a new Concord
Station at Royal AMC
5.E. Semoran Blvd Fern
Park Florida its Loaded.
Identification 1AMCA08548X154920

I had a problem with
Oil leaks the car has
been in the dealer
ship about 7 times
which they took care of
but in the time I
have had it it never
stopped. I got tired of
going back so I put
it aboard on the
garage floor I believe
the last time I was
there was in May of 82
Took a trip up North and
when I got back home

000545

There was ~~an~~ oil all over the place. They have replaced two covers on it since I had it. But I called to see ~~what~~ what could be done about it and they said I would have to pay to do it this time. It sure is disgusting to keep running to the dealer. There should be some action to take care of this as our family all have a.m.c. Would you kindly see if this oil leak could be stopp'd. would cost to me. This was all happening since I had this car.

Thank you

§VEJNOHA

00C546

Variant Laboratories, Inc.

284 Third Avenue

New York, N. Y. 10010

(212) 533-0360-1

March 28, 1981

American Motors Sales Corp.
14250 Plymouth Rd.
Detroit Mich 48232

ATT
(COUNCIL Relations)

To whom it may concern:

I am exasperated, astonished, etc. Thus, my tale of woe:

On my way to business one day, I smelled a foul odor and saw smoke coming from the engine compartment. I pulled into a gas station quickly and a mechanic opened the hood; he knew exactly what the trouble was. Oil seeping out from the valve cover was spilling down onto the manifold and causing this situation.

I purchased this unit, a 1981 Concord Deluxe with towing package in hopes of finally getting a vehicle that would perform well.

The mechanic told me that American Motors cars had no gasket and also that the valve cover was plastic! I could not believe what I was hearing, a plastic valve cover and no gasket! I am no genius, but an engineer you do not have to be to understand this idiotic situation. Where did you get the engineer who designed this?!! Did the "Jerk" not realize that the silicone would soon dissolve and cause this problem! I now have an engine covered with oil and a garage floor covered with oil!

Suppose the thermostat froze closed and the car overheated, the valve cover could possibly warp causing additional expense. I intend taking out the thermostat and leaving it out.

The expenses I am now going to incur, steam cleaning, \$15.00, plus \$8.00 to remove and reseal the valve cover should be your responsibility.

I am now contemplating purchasing a new vehicle, but certainly not

206.547

Variant Laboratories, Inc.

284 Third Avenue

New York, N. Y. 10010

(212) 533-0362-1

one of yours!

I even tried to obtain a metal valve cover and gasket, but to no avail: it was not made ! As in my business I must assume responsibility, and you, sir, "The Buck Stops There" also..... note...

As an American I am totally disillusioned, as many others are, about our manufacturing prowess.

What has happened to us? Certainly the foreign manufacturers will take over our land and you will be partly responsible.

I have had, in the past, Twelve vehicles, and I can honestly say only Two were worthwhile. (A 1965 and 1969 Mustang) I Have owned Ford, General Motors, and now your vehicle. The disillusionment of these other companies led me to you, but to no avail; your product is no better.

It is a sad thing I must do, purchase a foreign unit. But this I must do as I cannot accept what you and your's have been "Dishing Out" to we Americans.

One More Point.....!

Your dealerships need a tongue lashing from you. They are nasty, and inconsiderate to the customer and only hurting you in the end. I could go on relating situations between us, however it probably is futile and I am wasting both our times.

With Frustration....

Hal Marks

HM/cm

HAL MARKS

R AMC '81 Concord
6 CYLINDER WAGON
MCA 085828710877

000548

Paul
JUN -3 1983

May 25, 1983

American Motors Corporation
Owner Relations
14250 Plymouth Road,
Detroit, Michigan 48232

Ref: #2GLC:D55XBB701998 - May 1981

Gentlemen:

I am writing to let you know how disappointed I am with the AMC Concord purchased from Richards Motors, Route #37, Toms River, N.J.

After driving this car a short time there was a very obnoxious odor coming into the car. This car was returned to the dealer several times to check this condition, with no results. One time a mechanic told me 'that's nothing to worry about' However, I understand this malfunction of the Emission Control, can be dangerous.

There is also a problem with the valve cover causing oil seepage, which results in smoking and fumes coming from the motor. Vehicle was returned to Richards Motors several times but condition was never corrected.

I would appreciate receiving a reply regarding the above. Thank you.

Very truly yours,

Carolyn C. Barry
Carolyn C. Barry
213 Port de France Avenue
Toms River, N.J. 08757

000-549